

CRIS Hot Spots
August 25, 2004

Whoop Dee Doo! We have been LIVE for > 96 hours!! Outstanding job, everyone!! Nurses, you have been providing critical feedback. Continue the good work.

Our hats continue to be tipped to the CRIS Café. They are working around the clock to address technical issues and support our staff.

1. **Sun Ray Computer Terminals** have been deployed to PCUs in need of increased CRIS access.
 - Log in using User Name: SCMUSER and Password: SCMUSER.
 - This brings you to the CRIS login screen.
 - To print from these terminals, follow the printing instructions that were delivered to your PCU's on 8/23/2004.

2. **Pharmacy News**
 - **Medication Orders have disappearing from the Work List** – you have told us that some scheduled drugs (when documented against) have dropped off the Work List. This is a technical issue currently being addressed. Continue to inform the CRIS Café of these issues.
 - **Conditional Orders** – when a conditional drug order is entered, a Pharmacist will verify the order as usual but will not send drug to the PCU until the condition has been met and the order activated by a nurse. When the order is activated, an entry will appear on the Work List and a label will print out in Pharmacy. The label printing will be the Pharmacy's signal to prepare and send the needed drug. If you need the drug urgently, please call the Pharmacy to let them know otherwise, it will sent within the usual timeframe.
 - **Drug Order Processing** – because of technical issues, the Pharmacy is not able to get initial drug doses up to the PCUs in their usual amount of time. We wanted you to know that from the time an order is placed to the time delivered may be as long as 2 hours. If you need something sooner than that to prevent harm or injury to the patient, please call them.
 - **Med/IV Replacement Service Requisition** –
 - ◆ Please use this pathway to replace only those drugs that you have dropped on the floor, lost, or broken. It should not be used to request a drug that has NOT yet been verified.
 - ◆ When you place this Service Req., you may notice that it will appear on the Medical Care Plan printout. These requests are scheduled to “auto-complete” one hour after submitting to the Pharmacy.
 - **Drug Product Labels** – when you receive a labeled drug from the Pharmacy and prior to administration, carefully compare the drug label against the active medical order. If you have any concerns that the label does not accurately match your medical order, please call the Pharmacy.

3. **PEDS Drug Sheets** – these are not currently available in the CRIS but will be in the future. In the meantime, continue to use the manual PEDS sheets.
4. **Admission, Discharge, Transfer, and Pass (ADT) Interface**
 - There have been intermittent CRIS problems successfully transferring patients to other PCU's. We have learned that this has been repaired.
 - If this happens again and you cannot find your patient on your PCU's list, remember to use the search feature to locate your patient. You can then view and document your patient's information on-line.
 - Definitely let the CRIS Café know if the ADT function is not working.
 - When patients are discharged from the CRIS, their name will not disappear from the PCU's census immediately. This may take up to a few hours. This is the way CRIS was designed to function.
5. **DTM News**
 - Blood Components Prep and Infusion Order Sets – for the prescriber's convenience, this order set exists to assist the prescriber to order
 - Pay attention to duplicate order checking as this will tell you if there is already a valid T&C specimen. If LIP orders a duplicate T&C (specimen already exists), pop-up alert will appear signaling LIP to consider stop.
 - MES not receiving Service Requests to pick-up blood products. Please MES (301-496-9295) when you need a product picked up and delivered till further notice. We're working on the technical issues.
6. **Clinical Documentation**
 - **PCA Documentation** – The lock level should read with options Lock Level 1-4. Currently, it reads 1-4 minutes. This is scheduled for correction. In the meantime, considering documenting Lock Levels in the "Comments" section. Thanks for the feedback.
 - **Outpatients and Allergy Assessments** – when your outpatient comes to your clinic for the first time since we went LIVE with CRIS, please review the patient's allergies again including allergen and type of reaction. Please enter this data into CRIS' Patient Info tab. Remember to delete the statement that reads, "Needs Allergy Assessment" (you'll see this also on the Patient Info tab). It is critical this information be entered so that the drug ordering safety features work as designed.
7. **Printers**
 - **Zebra Printers** – if your printer jams or otherwise fails, please call the CRIS Café for support.
 - **Labels for the Zebra Printers** – we understand that there is confusion about how to obtain labels for these printers. We're checking into it and will get the information out to ASAP.